LifeSize® Control™ Installation Guide

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Method	***Address***
Internet	http://www.lifesize.com
E-mail	support@lifesize.com
Phone	(877) LIFESIZE or (877) 543-3749 (512) 347-9300
Fax	(512) 347-9301

Welcome to LifeSize® Control™

LifeSize Control is a comprehensive management software solution for network administrators who manage video and voice communications systems in an IP environment. LifeSize Control enables you to monitor, schedule, manage, and report on your multi-vendor video communications network from a single console using a web browser.

LifeSize Control includes:

- Full featured, standards-based video device management capabilities with real-time status and event notification
- Support for devices from LifeSize and third party vendors. Refer to the Release Notes on the Support page of www.lifesize.com for a list of third party devices that are supported with LifeSize Control.
- Report generation for collected performance data
- Central management of upgrades and maintenance

This guide explains how to install LifeSize Control. Related documentation including Release Notes is available from the Support page of www.lifesize.com.

Upgrading from a Previous Release

If you are upgrading from a previous version of LifeSize Control, refer to “Upgrading LifeSize Control” on page 13 for important information about supported versions and upgrade prerequisites.

Preparing to Install

Before you install LifeSize Control, ensure that your system meets the following requirements.

Hardware

LifeSize Control supports the following minimum server configuration:

- 2.4GHz Pentium 4 processor
- 1GB RAM
- 20GB hard disk drive

Note: Dual NIC cards are not supported on the LifeSize Control server.

Software

Ensure that the following software is installed on the server before you install LifeSize Control:

- Microsoft Windows Server 2003 with Service Pack 1 (minimum) or Service Pack 2 (recommended).
- You must install and activate the following Windows components on the server. Refer to “Installing Windows Components” on page 7 for information about installing these components:
  - Application Server Console
  - ASP.NET
  - Enable Network COM+ Access
  - Enable Network DTC Access
  - Internet Information Server (IIS) v6.0 or later
- If you intend to use SSL to access the LifeSize Control from a web client, ensure that you obtain a valid server certificate from a Certificate Authority.

LifeSize Control is not supported on a server with an Active Directory installation or that is a domain controller. Ensure that Active Directory is not installed on the server on which you intend to install LifeSize Control and that the server is not a domain controller.

The LifeSize Control installation program installs an OpenLDAP server, the Microsoft .NET Framework 2.0 if not already installed, and PostgreSQL v8.2. You must be logged in as a user with administrator privileges to install these programs. Before you run the installation program, ensure that the following prerequisites are met on the computer on which you intend to install LifeSize Control:

- You have sufficient rights to install the applications.
- An existing OpenLDAP installation does not exist.
- An existing PostgreSQL installation does not exist.
- If OpenSSL exists on the server, ensure that the version is 0.9.7 or later or delete the LIBEAY32.dll and SSLEAY32.dll files (located in the `C:\windows\system32` folder). The LifeSize Control installation program installs a compatible version of these files if OpenSSL does not exist on the server. If the LifeSize Control installation program detects an earlier version, an error message appears indicating that you must delete the LIBEAY32.dll and SSLEAY32.dll files. When you click **OK** in the message dialog and then click **Next** in the installation dialog, the installation program quits. You must then

delete the LIBEAY32.dll and SSLEAY32.dll files and uninstall LifeSize Control before running the LifeSize Control installation program again. To uninstall LifeSize Control, refer to “Removing LifeSize Control” on page 18.

CAUTION: If you are performing an upgrade and the LifeSize Control installation program encounters an incompatible existing version of OpenSSL, uninstalling LifeSize Control removes the installation. You cannot continue the upgrade or return your existing LifeSize Control installation to its previous state without uninstalling LifeSize Control, reinstalling the previous version and restoring its database from a backup. If you are planning to upgrade your LifeSize Control installation, ensure that you check for an existing OpenSSL installation before performing the upgrade. For more information about upgrade prerequisites, refer to “Upgrading LifeSize Control” on page 13.

The LifeSize Control installation program also installs LifeSize Control Administrator, a tool that enables you to view and change the status of services and modify application, alarms, and OpenLDAP configuration settings. For more information, refer to “Using LifeSize Control Administrator” on page 16.

Client Support

You can access the LifeSize Control user interface from a computer equipped with the following:

- A supported web browser (refer to the Release Notes at www.lifesize.com/support)
- 256MB memory
- Adobe Flash Player v7.x or greater

Ports

The LifeSize Control installation program automatically installs and prompts you to configure an OpenLDAP server. The OpenLDAP server installs on the same server as the LifeSize Control software and uses port 389 by default. You can accept the default port if not already in use, or specify a different port for the server to use. Ensure that any firewalls that are installed on the LifeSize Control server are configured to allow incoming traffic on this port.

LifeSize Control is based on Microsoft’s .NET framework and uses port 8085 for IIS to LifeSize Communications’ server communication.

LifeSize Control uses port 3336 when scheduling conferences through Radvision and LifeSize MCUs.

The user interface is hosted on IIS on a Windows 2003 platform on port 80, or port 443 if the SSL option is used. Dynamic updates are provided through port 4296 of the web server.

LifeSize Control supports management of video communications devices through standard APIs such as those listed in the following table. Communication with these devices is through default ports provided for FTP, SNMP, and HTTP.

Protocol	Ports
FTP	port 21 for outbound communication from LifeSize Control to Codian, Tandberg, and Polycom devices
Telnet	port 23 for outbound communication from LifeSize Control to Tandberg devices port 24 for outbound communication from LifeSize Control to Polycom devices
SSH	port 22 outbound communication from LifeSize Control
SNMP v1, v3	port 161 for inbound communication LifeSize Control connects to this port on a device to fetch data from the device. port 162 LifeSize Control listens on this port to receive traps from a device. When the device needs to forward a trap, it connects to the LifeSize Control server on this port to deliver the trap. port 162 for outbound communication, if trap forwarding is enabled If northbound communication is enabled for alarm forwarding, LifeSize Control connects to this port of the northbound IP address to forward the trap.
HTTP	port 80
HTTPS	port 443
LDAP	port 389 for OpenLDAP (unless changed during installation) for inbound communication from LifeSize devices to the LifeSize Control server

Data Storage

LifeSize Control stores data in the PostgreSQL database management system. The installation program installs PostgreSQL on the same server as LifeSize Control.

A database instance is created using Trusted Windows Authentication. The connection mechanism uses the PostgreSQL Data Provider. LifeSize Control uses an LDAP based H.350 compliant address book.

Installing LifeSize Control

Installing LifeSize Control includes the following tasks:

- Install Windows components.
- Run the LifeSize Control installation program.

If you are upgrading from a previous release, complete the steps in “Upgrading LifeSize Control” on page 13.

Installing Windows Components

Before installing LifeSize Control, you must install the following Windows components on the server:

- Application Server Console
- ASP.NET
- Enable Network COM+ Access
- Enable Network DTC Access
- Internet Information Server (IIS)

To install the Windows components, follow these steps:

1. From the Windows **Control Panel**, choose **Add/Remove Programs** and click **Add/Remove Windows Components** in the left panel.
2. From the **Windows Component Wizard**, select **Application Server** and click **Details**.

3. Enable the following required subcomponents:
   - **Application Server Console**—Provides a central location from which to administer web applications.
   - **ASP.NET—**Required to deploy ASP.NET web applications to a production server. LifeSize Control is an ASP.NET web application.
   - **Enable Network COM+ Access**—Builds on Component Object Model (COM) integrated services and features. Most LifeSize Control components are service components.
   - **Enable Network DTC Access**—Coordinates COM+ transactions. LifeSize Control components use DTC for remote calls.
   - **Internet Information Server (IIS)**—Provides the infrastructure for .NET and existing web applications and services. The default enabled subcomponents **Internet Information Service Manager** and **World Wide Web Service** are required to run LifeSize Control.
4. Click **Next** to complete the installation.

Running the Installation Program

The LifeSize Control installation program installs and prompts you to configure the LifeSize Control software and an OpenLDAP server. LifeSize recommends that you read the installation steps and gather information required by the installation program before performing the installation.

To run the LifeSize Control installation program, follow these steps:

1. On the LifeSize Control distribution media, double-click **setup.exe**.
   a. Click **Next** on the **Welcome** screen.
   b. Accept the terms of the license agreement and click **Next**.
   c. Complete the **Customer Information** screen and click **Next**.

      You can specify whether you want to install LifeSize Control only for yourself or for all users of the server.
   d. Select **Typical** to install LifeSize Control in the default location (`Program Files\LifeSize\Control`) or select **Custom** to change the current destination and identify a directory in which to install LifeSize Control.
   e. Click **Next**, then click **Install** to begin the installation.

      When this stage of installation is complete, the **LifeSize Control Configuration** screen appears.

2. To configure LifeSize Control, enter values for the following fields.

   Note: The SMTP server and email addresses are required for alerts.

   a. **SMTP Server**—Enter the fully qualified domain name of the SMTP server for your organization.

   b. **To Email Address**—Enter the e-mail address of the recipient who will receive alerts.

   c. **From Email Address**—Enter the e-mail address that will appear as the *From* address of an alert message (for example, LifeSize_Control@lifesize.com).

   d. **Use https**—Specify whether to use SSL for communication between the LifeSize Control server and the web clients or to use HTTP.

   e. **Make LifeSize Control the default web site**?—Choose **Yes** for the server's host name to be an alias for the LifeSize Control URL. Users can enter this host name in their browsers to access LifeSize Control, for example:

      `http://<hostname>`

   f. Click **Next**.

      The **OpenLDAP Installation** dialog appears and prompts you to continue. OpenLDAP installs on the same server as LifeSize Control and is a required component of a LifeSize Control installation.

3. Click **Next** to continue.

   The setup program installs the OpenLDAP server. The **LDAP Configuration** dialog appears.

4. Complete the LDAP server configuration by entering values in the following fields:

   a. In the **OpenLDAP Settings** area, complete the following:

      - From the **OpenLDAP Server IP** list, select the IP address for the OpenLDAP server. OpenLDAP installs on the same server as LifeSize Control.
      - Specify a **Port** to use. The default is port 389.
      - Specify the **domain suffix** for the OpenLDAP directory tree structure.

   b. In the **User Authentication** area, select and enter values in the fields for one of the following:

      - **Configure for OpenLDAP**—Create a user account for logging into LifeSize Control. Enter a user name and password.

      - or -

      - **Configure for Active Directory**—Specify an existing domain and an existing user account for logging into LifeSize Control. The specified user must be set up so that passwords never expire.

        LifeSize Control uses Active Directory to access the user accounts for authentication purposes only, and does not add, delete, or modify user accounts.

   Note: The user must have administrator privileges. The password is case-sensitive. You cannot change the user name and password or the type of authentication after the installation is complete.

   c. Click **Configure LDAP**.

      When the configuration completes, a status message appears.

   d. Click **OK** to close the status message.

      The **Server Location Configuration** dialog appears.

5. Select values for the following fields:

   - From the **Country** list, select the country in which the LifeSize Control server is located.
   - From the **State** list, select the state in which the LifeSize Control server is located, if applicable.
   - From the **Server IP Address** list, select the IP address for the LifeSize Control server.

6. Click **Configure** and then click **OK**.

   Note: If the installation fails, refer to “Using LifeSize Control Administrator” on page 16. If you must reinstall LifeSize Control after fixing the problem, ensure that you uninstall the OpenLDAP server before attempting to run setup.exe again. You can uninstall OpenLDAP using the Add/Remove Programs feature or from **Start->Programs->OpenLDAP->Uninstall OpenLDAP**.

7. Click **Finish**.

   The LifeSize Control installation is complete.

8. Restart your computer to ensure that the changes take effect.

Setting Up Your Environment

After installing LifeSize Control, set up your environment:

- Access LifeSize Control from your web browser.
- Activate LifeSize Control with a license key.
- Manage device passwords.
- Discover the devices on your network.

After following these steps, you can begin managing your system.

Accessing LifeSize Control

After installing LifeSize Control on a server, you can access the user interface from a supported web browser.

To log in the first time, follow these steps:

1. Access the user interface by entering the URL, for example:

   ```
   http://<hostname>
   ```

   Note: If LifeSize Control is not configured to be the default web site for the server, you must enter the full path for LifeSize Control, for example:

   ```
   http://<hostname>/lifesizecontrol
   ```

   The LifeSize Control launch page appears.

   Note: If the launch page does not appear, refer to “Using LifeSize Control Administrator” on page 16.

2. Click **Launch LifeSize Control**.

   The LifeSize Control login screen appears.

3. Enter a **User name** and **Password**. These values are the user name and password that you entered for user authentication in step 4 on page 10.
4. Press the **Enter** key or click the **LOGIN** button.

After logging in as a user with administrator privileges, you can set up other users. Refer to the online help for details.

Obtaining the License Key

To activate LifeSize Control, you must first obtain a license key.

To activate LifeSize Control automatically using the Internet, follow these steps:

1. Select **License Manager** on the navigation bar.
2. Select the **License Key** tab.
3. Enter the license key included with the LifeSize Control CD.
4. Click **Save**.
5. LifeSize Control automatically contacts the License Key server and unlocks the software.

To activate LifeSize Control manually without Internet access, follow these steps:

1. Send an email to support@lifesize.com requesting an unlock key for your license key. Include the following information:
   - Customer name
   - Purchase Order number
   - MAC address
   - License key
   - Channel Partner or reseller (if applicable)
2. Select **License Manager** on the navigation bar.
3. Select the **Unlock Key** tab.
4. Enter the license key included with the LifeSize Control CD.
5. Enter the unlock key provided to you via email from LifeSize Communications.
6. Click **Save**.

   LifeSize Control unlocks the software with the key information you provided.

To view your license information, click the **License Details** tab.

Managing Device Passwords

When you attempt to discover devices for the first time, LifeSize Control uses the device login information that you specify for each make of supported third party device (for example, Polycom, Tandberg, and Codian) in the **Password Management** dialog. Refer to the online help for information about managing device passwords.

Discovering Devices

After you discover audio and video communications devices on your network, you can manage them. Refer to the LifeSize Control online help for information about how to discover and manage devices.

Upgrading LifeSize Control

This release of LifeSize Control supports upgrades from versions 1.2.1 and 2.0. If you are upgrading from a version earlier than 1.2.1, contact LifeSize Customer Support for assistance.

Previous versions of LifeSize Control stored data in a Microsoft Desktop Engine (MSDE) hosted on the same server as LifeSize Control. This release stores data in the PostgreSQL database management system. During an upgrade, the installation program installs and migrates existing data to the PostgreSQL database.

The LifeSize Control installation program installs the Microsoft .NET Framework 2.0 if not already installed. During an upgrade, the LifeSize Control installation program changes the ASP.NET version of all web sites installed in IIS to v2.0. Other web sites installed in IIS that are not running in their own application pools may not function properly after the upgrade. To work around this issue after performing the upgrade, refer to the Troubleshooting section “Installation Program Returns Error Message and Quits” on page 19.

The LifeSize Control installation program also installs LifeSize Control Administrator, a tool that enables you to view and change the status of services and modify application, alarms, and OpenLDAP configuration settings. For more information, refer to “Using LifeSize Control Administrator” on page 16.

Upgrade Prerequisites

Before you upgrade your LifeSize Control installation, complete the following tasks:

- LifeSize recommends that you back up your LifeSize Control database before performing an upgrade. Refer to the LifeSize Control online help for information about backing up the LifeSize Control database.
- Create a backup copy of the SharedXML folder and the *.config files that are located in the installation folder.
- Ensure that the server on which LifeSize Control is installed has at least 20GB of free disk space.
- Ensure that the server on which LifeSize Control is installed does not have an Active Directory installation and is not a domain controller.
- Ensure that you have sufficient rights to perform the upgrade.
- Ensure that LifeSize Control is not in use during the upgrade.
- Ensure that an existing PostgreSQL installation does not exist.
- If OpenSSL exists on the server, ensure that the version is 0.9.7 or later or delete the LIBEAY32.dll and SSLEAY32.dll files (located in the C:\windows\system32 folder). The LifeSize Control installation program installs a compatible version of these files if OpenSSL does not exist on the server.

  CAUTION: If the LifeSize Control installation program detects an earlier version, an error message appears indicating that you must delete the LIBEAY32.dll and SSLEAY32.dll files. When you click **OK** in the message dialog and then click **Next** in the installation dialog, the installation program quits. You must then delete the LIBEAY32.dll and SSLEAY32.dll files and uninstall LifeSize Control using the steps in “Removing LifeSize Control” on page 18. You cannot continue the upgrade or return your existing LifeSize Control installation to its previous state without uninstalling LifeSize Control, reinstalling the previous version and restoring its database from a backup. If you are planning to upgrade your LifeSize Control installation, ensure that an incompatible version of OpenSSL does not exist on the computer on which LifeSize Control is installed before you perform the upgrade.

Performing an Upgrade

Before performing an upgrade, ensure that you complete all tasks in “Upgrade Prerequisites” on page 14.

To upgrade from a previous version of LifeSize Control, follow these steps:

1. On the LifeSize Control distribution media, double-click **setup.exe**. The program automatically detects an existing LifeSize Control installation that is eligible for an upgrade.
2. When prompted to continue with the upgrade, click **Next**.
3. Click **Finish**.
4. Restart your computer to ensure that the changes take effect.

Restoring Backups

Backing up your database and associated files and restoring those files are functions integral to LifeSize Control. For details about backing up your database, refer to the LifeSize Control online help.

To restore a backup, do the following:

1. Open a **Command Prompt** window on the computer on which LifeSize Control is installed.
2. Navigate to *install_dir*`\LscUtils\DBRestore`

   where *install_dir* is the path to the folder in which LifeSize Control is installed. The default installation folder is `C:\Program Files\LifeSize\Control`.
3. Type the following command and then press ENTER:

   ```
   DBRestore.exe "filePath"
   ```

   where *`filePath`* is the absolute path to the backup file from which you want to restore the database.

   Example:

   ```
   C:\Program Files\LifeSize\Control\LscUtils\DBRestore>DBRestore.exe
       "C:\Program Files\LifeSize\Control\DBBackup\DBBackup_date_time.bac"
   ```

Using LifeSize Control Administrator

Use LifeSize Control Administrator to view and change the status of services and modify application, alarms, and OpenLDAP configuration settings.

To open LifeSize Control Administrator, access **Start->Programs->LifeSize->Control->LifeSize Control Administrator**. In the window that appears, use the links in the left pane as follows:

- Click **Application Status** to view and change the status of services used by LifeSize Control. Use the links in the **Action** column to change the status of a service.
- Click **Application Settings** to modify the following LifeSize Control configuration settings:
  - Location settings (country, state and server IP address) for the LifeSize Control server. Click **Configure** in the **Location** area. The **Location** dialog appears. Change the location settings and click **Save**.
  - Automatic DHCP scan. When the automatic DHCP scan is enabled, LifeSize Control automatically scans for supported devices in subnets in which it currently manages devices. For example, if LifeSize Control manages a device with the IP address 10.95.11.121, automatic DHCP scan, if enabled, scans for supported devices in the IP address range 10.95.11.0 through 10.95.11.255. By default, automatic DHCP scan is disabled. To enable automatic DHCP scan, click **Enable** in the **Device Discovery** area. Consider enabling automatic DHCP scan when devices do not retain their DHCP assigned address for long periods of time or if devices in the specified IP address range are added to or removed from the network frequently.
  - Current log setting. LifeSize recommends that you change the current log setting only when directed by LifeSize Customer Support to troubleshoot an issue with LifeSize Control. The default setting is **ERROR**. Changing this setting to **DEBUG** or **WARNING** may produce large log files.
  - Device and call statistics monitoring. In the **Monitoring** area, click **Configure** to do the following:
    - Change the time interval after which LifeSize Control monitors the status of managed devices.
    - Disable or enable call statistics monitoring for calls placed with LifeSize Control.
    - Modify the time interval after which call statistics are monitored for calls placed with LifeSize Control.

Click **Save** in the **Monitoring Settings** dialog to save your changes.

Note: Call statistics monitoring is enabled by default and may cause high CPU usage for the LSCService.exe process during calls and slow response to tasks performed with the user interface. Depending on the volume of calls and the CPU requirements of other applications running on the server, you may wish to disable call statistics monitoring or increase the time interval after which LifeSize Control monitors call statistics.

- Click **Alarms** to modify the following alarms configuration settings:
  - The SMTP server and email addresses for sending alarm notifications. In the **Email Settings** area, click **Configure**, modify the values in the **Email Settings** dialog that appears, and click **Save**.
  - The status of an alarm. In the **Advanced Configuration** area, select the category of the alarm in the **Category** list. The alarm ID for each alarm associated with the selected category appears in the **Alarms** list. To view the description for an alarm, click the alarm ID. The description appears below the **Alarms** list.The status of the selected alarm (ON or OFF) appears in the **Status** list. Use the **Status** list to change the status of the alarm and then click **Save**.

    Note: By default, the status of most alarms is ON. To assist you in identifying alarms that you may wish to turn off, the category and the alarm ID appear in the email notification that is sent when an alarm is triggered.
- Click **LDAP Configuration** to modify OpenLDAP configuration settings. In the **OpenLDAP Settings** area, click **Configure**. Use the **LDAP Settings** dialog that appears to modify the server IP address or port number. In **User Authentication**, type the user name and password that you specified during installation and then click **Save**.

Removing LifeSize Control

The LifeSize Control uninstall program removes all components that were installed by the LifeSize Control installation program except the installation directory and any log files and device upgrade files that are stored in the installation directory. You must remove these files manually after removing LifeSize Control.

Note: This release of LifeSize Control does not appear in the **Add or Remove Programs** window.

To remove LifeSize Control from the server, follow these steps:

1. Access **Start**->**Programs->LifeSize->Control**->**Uninstall**.
2. When prompted to remove LifeSize Control, click **Yes**.
3. When prompted to remove PostgreSQL, click **Yes**.
4. When prompted to remove OpenLDAP, click **Yes**.
5. Restart your computer to ensure that the changes take effect.

Troubleshooting

If your LifeSize Control installation or upgrade fails, or you cannot access the user interface after performing an installation or upgrade, use the information in this section to resolve the issue. For all other issues, or if the issue persists, contact LifeSize Customer Support for assistance.

Installation Program Returns Error Message and Quits

The LifeSize Control installation program returns an error message and quits if any of the following conditions exist:

- An incompatible version of OpenSSL exists. When you click **OK** in the message dialog that identifies this condition and then click **Next** in the installation dialog, the installation program quits. You must then delete the LIBEAY32.dll and SSLEAY32.dll files (located in the C:\windows\system32 folder) and uninstall LifeSize Control before running the LifeSize Control installation program again. To uninstall LifeSize Control, refer to “Removing LifeSize Control” on page 18.

  CAUTION: If you encounter this message during an upgrade, you cannot continue the upgrade or return your existing installation to its previous state without uninstalling LifeSize Control, reinstalling the previous version and restoring its database from a backup. For more information, refer to “Upgrade Prerequisites” on page 14.
- Data folders from a previous, removed PostgreSQL installation exist and the LifeSize Control installation program cannot delete them. Delete the folders and then run the LifeSize Control installation program.
- During a new installation of LifeSize Control, an installation of OpenLDAP or PostgreSQL already exists. Remove the existing OpenLDAP or PostgreSQL installation and then run the LifeSize Control installation program.
- Insufficient free disk space exists. Make available 20GB of free disk space on the server and then run the LifeSize Control installation program.
- The existing LifeSize Control installation is not supported by the upgrade process. Contact LifeSize Customer Support for assistance.

Status Messages Require Additional Action

During an installation of LifeSize Control, the following status messages that require additional explanation may appear.

Status Message	Cause and Resolution
Could not access VBScript runtime for custom action <*name of custom action*>.	The Windows Scripting Host (WSH) is needed to run a VBScript custom action during the installation, but the WSH is not installed on the target machine. Follow the instructions for downloading and installing Microsoft Windows Script 5.6 at: `http://www.microsoft.com/downloads/details.aspx?familyid=C717D943-7E4B-4622-86EB-95A22B832CAA&displaylang=en`
Failed to update LifeSize Control database with LDAP information!	Configuration of the LDAP database failed due to errors encountered during the installation of the database. Contact LifeSize Customer Support.
The process cannot access the file <*path and file name of OpenLDAP file*> because it is being used by another process.	This message may appear after you click **Configure LDAP** during the installation process. Access **Start->Control Panel->Administrative Tools->Services** and stop the OpenLDAP Directory Service. Continue the installation by clicking **Configure LDAP**.

Error in updating the dynamic data source configuration file.
-or-
Error in updating the application configuration files.
	Typically, this message appears when the files are in use by another application. You can continue with the installation provided the following files exist:
	`<install_dir>\LscWeb\ASP\dynamicdatasource.xml`
	`<install_dir>\LSCService.exe.config`
	where `<install_dir>` is the installation folder for LifeSize Control. The default is
	`Program Files\LifeSize\Control`

Web Sites in IIS Function Improperly After an Upgrade

During an upgrade, the LifeSize Control installation program changes the ASP.NET version of all web sites installed in IIS to v2.0. Other web sites installed in IIS that are not running in their own application pools and that rely on an earlier version of Microsoft .NET Framework may function improperly after the upgrade. To work around this issue, do the following after performing the upgrade:

1. Open the IIS Manager. Click **Start->Programs->Administrative Tools->IIS Manager**.
2. Expand **Web Sites->Default Web Site**.
3. For each web application under **Default Web Site**, right click the application and select **Properties**.
4. Click the **ASP.NET** tab. Ensure that the version is set to the appropriate Framework version for the application. For LifeSize Control, the version is 2.0.

Login Issues

If the LifeSize Control launch page does not appear when you attempt to access the user interface, do the following on the computer on which LifeSize Control is installed:

- Access **Start->Control Panel->Administrative Tools->Services** and ensure that the status of the IIS Admin service is Started. If you installed LifeSize Control by upgrading from a previous version, do the following:
    1. Go to **Start->Run**. The **Run** dialog appears.
    2. Type `iireset` in the **Open** list box.
    3. Click **OK**.
- Access **Start->Programs->LifeSize->Control->LifeSize Control Administrator**.
    - In the left pane, click **Application Status** and ensure that the status of all services listed in the **Services Name** column is Running.
    - In the left pane, click **LDAP Configuration**. Ensure that the IP address that you selected for the OpenLDAP server in step 4 on page 10 is correct. If it is not correct, click **Configure**. The **LDAP Settings** dialog appears. Select the correct IP address and click **Save**.

Reinstallation Issues

The following issues may occur when LifeSize Control is reinstalled:

- If you uninstall and then reinstall LifeSize Control v3.0, the PostgreSQL installation may fail during reinstallation if the following registry key exists:

  `HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\pgsql-8.2`

  The installation program returns the following error message:

  `'Service PostgreSQL Database Server 8.2' (pgsql-8.2) could not be installed. Verify that you have sufficient privileges to install system services.`

  To resolve this issue, do the following:

  1. Click **Cancel** in the message dialog.
  2. Delete the registry key at:

  `HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\pgsql-8.2`

  3. Run the LifeSize Control uninstall program. Go to **Start->Programs->Lifesize->Control->Uninstall**.
  4. Restart your computer to ensure the changes take effect.
  5. Run the LifeSize Control installation program. Refer to “Running the Installation Program” on page 8.

- If you upgrade LifeSize Control from v2.0, uninstall v3.0, and then reinstall v2.0 without first re-imaging the server, LifeSize Control v2.0 does not appear in the **Add or Remove Programs** window. Contact Customer Support for assistance.